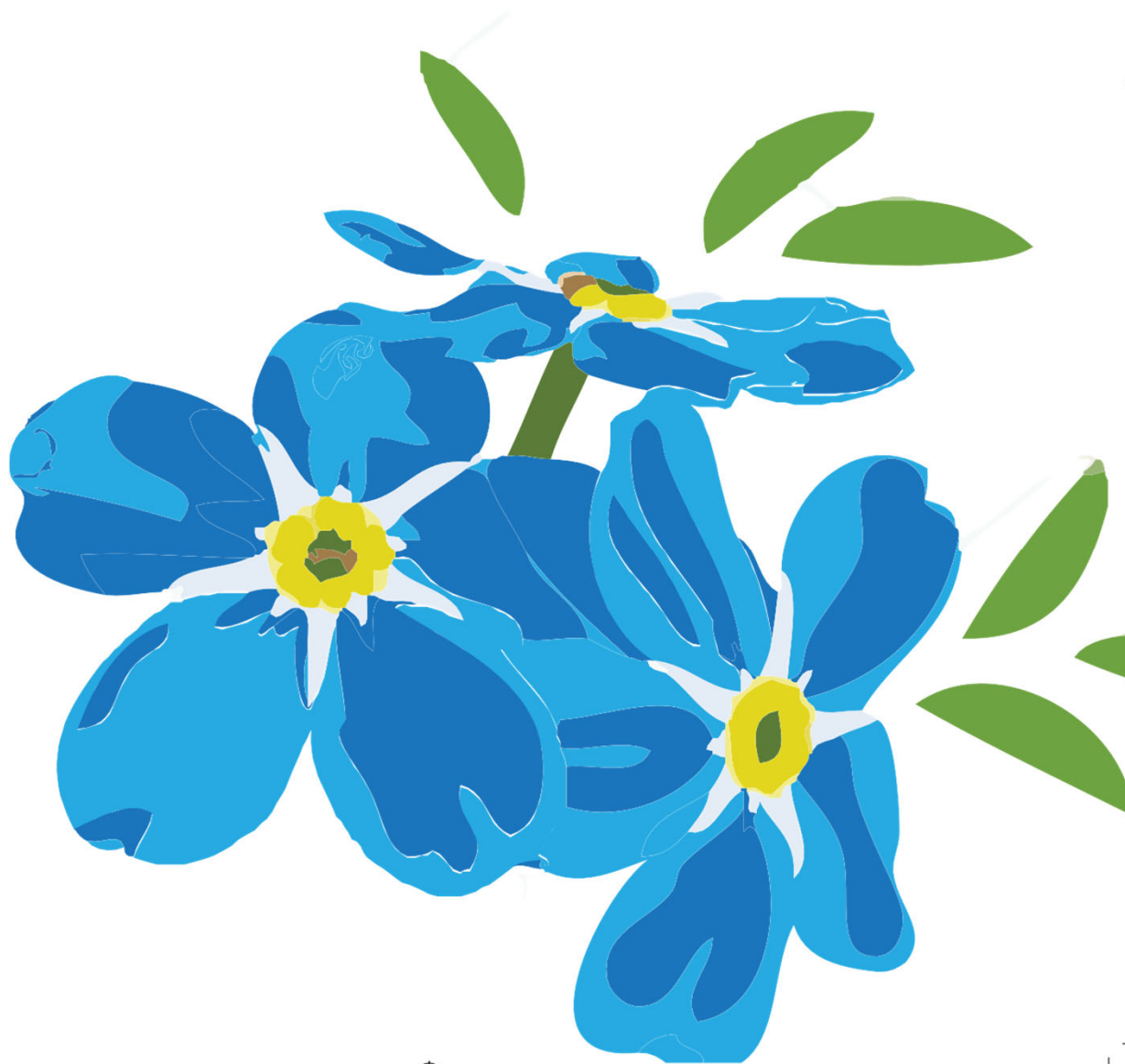


Richmond Dementia Services Directory

**Information for people living with
dementia and their carers.**





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About this directory

This directory has been created by the Kingston and Richmond NHS Foundation Trust (KRFT) Community Dementia Service, co-produced with other statutory and voluntary organisations within Richmond, to be shared with people living with dementia and their carers.

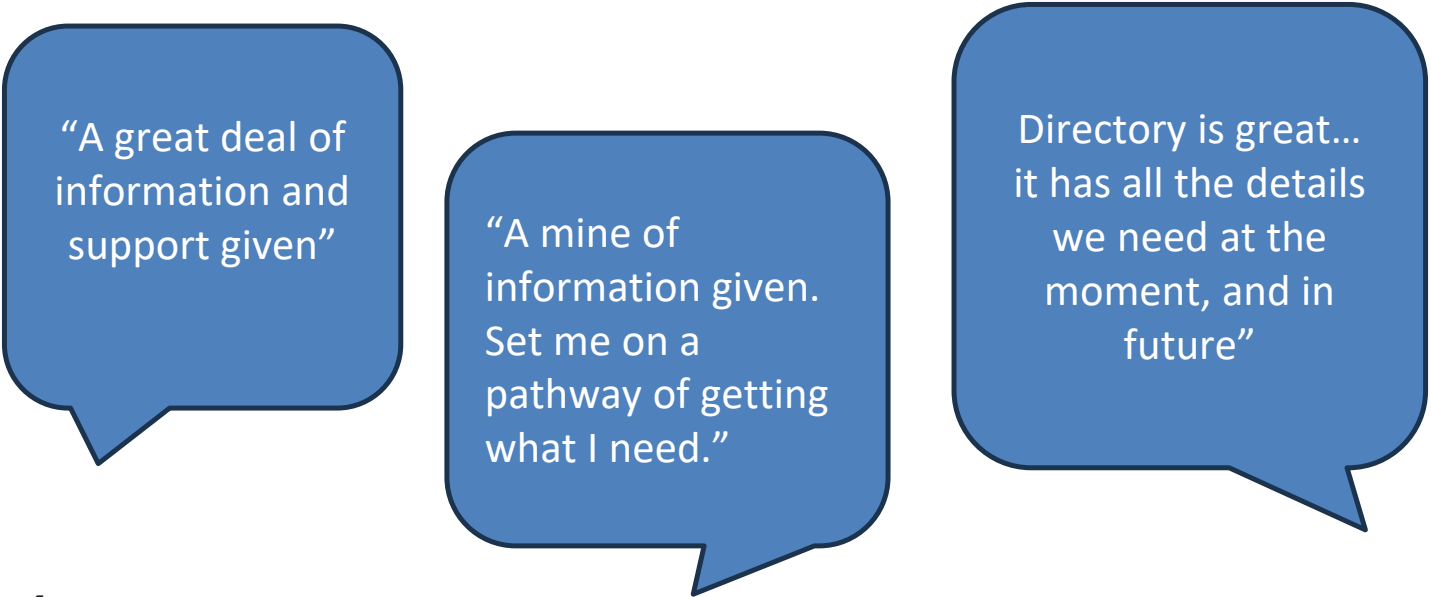
(See page 39 for details of the other organisations.)

This directory is intended to help in the following ways:

- Direct you to information about local and national dementia support services and resources.
- Act as a prompt when you start to think and talk about what matters to you to live well with dementia. These conversations might happen with families and carers. They might also happen at regular appointments with the KRFT Community Dementia Practitioners, your GP or other services.
- Help you discuss and consider wishes and plan for the future, including end of life care plans.

You do not need to read all of the information in one go. You can come back to read this directory for relevant details when you need to.

You can contact us to discuss which services are most appropriate for you. As your needs change over time, we can support you with navigating these services too.



“A great deal of information and support given”

“A mine of information given. Set me on a pathway of getting what I need.”

Directory is great... it has all the details we need at the moment, and in future”

Our philosophy about sharing these resources

We asked people living with dementia, and those caring for a friend or relative with dementia, what was important to them to live well with dementia. We heard that health is important, and it's helpful to know what local clinical services are available - and how you might go about accessing these at the right time.

We also heard that receiving clinical support is only one aspect of living well with dementia. Financial matters, the practicalities of daily living, social, emotional and wellbeing support are also important and can sometimes be overlooked when there's lots to think about and organise.

Being informed allows you and your carer to access the right support at the right time. This can help people living with dementia to maintain independence as abilities change, enabling a better quality of life, based on what is important to them.

This directory shares information on a range of local and national services and resources. These are for consideration only, we do not endorse any of them in particular and you may not need to access all of them.

We have included the information you need to be able to access information and resources directly, but if you find this difficult please contact us and we can supply you with electronic or hard copies of the information listed here.

Community Dementia Practitioners



0208 614 5428



krft.dementia@nhs.net



www.kingstonandrichmond.nhs.uk

What we mean by healthcare professionals

Within this directory 'healthcare professional' means anyone who provides healthcare assessments or treatment. This could be a district nurse, matron, GP (family doctor), specialist nurses for long term conditions, physiotherapist, occupational therapist, podiatrist, social worker, speech & language therapist or dietitian.

What we mean by carers

When we use the term 'carer' within this directory we mean those people who are providing unpaid care for someone with dementia - not paid care workers.

An unpaid carer is someone of any age who provides support to a partner, friend, relative or neighbour who could not manage without their help. This care may be necessary because of a physical or learning disability, a mental health condition, long-term illness, frailty, addiction or substance use disorder.

Diagnosing Well Steps

Step 1: Assessment by a GP

If you are concerned that you, or someone close to you, may have dementia, the first person to consult is the GP. (The GP will encourage the partner or a family member to attend).

The GP will spend time talking to you and a significant family member present or the person you are concerned about, to try to establish some of the symptoms. The GP will look up your medical history and ask questions about other family members. They may carry out a physical examination if required and will carry out a number of tests, such as blood and urine tests, to rule out any other medical conditions that may be causing memory loss/ impairment or behaviour changes. .

Your GP may make a referral to a specialist or a memory assessment clinic once other conditions have been ruled out.

Step 2: Referral to a specialist

Referrals to the Memory Service are through the GP. You will be contacted by the memory service for an appointment to be seen within 28 days from referral.

A consultant will have more specialised knowledge and experience of dementia. The Memory Service provides a comprehensive assessment of memory symptoms. In the first instance people will be seen either by the Consultant in Old Age Psychiatry or the Specialist Memory Nurse who will have access to more specialised investigations, such as brain scans and memory testing.

There is a memory assessment clinic serving those living in Richmond Borough (more information about these services are available in the directory.)

- Richmond Memory Service – Livingstone House 2 Queen's Rd Teddington
- Tel **020 3513 5000**

Step 3: Specialist Assessment

Once a referral is made to the Memory Service, you will be seen within 28 days where further assessments and possibly a brain scan will be arranged. People are welcome to take along a family member or a close friend to the appointment (this is often helpful).

A formal diagnosis of dementia can take longer than 6 weeks. (While you wait you should continue with your normal routine. You can contact the Richmond Community Dementia Service or Alzheimer's Society for pre-diagnosis support if required).

Step 4: Post-Diagnosis

The person will be told of their diagnosis by the consultant psychiatrist or the dementia specialist nurse.

Any treatment options will be discussed with you and your family member. You will be introduced to an Alzheimer's Society Dementia Adviser for individual support.

The adviser will make arrangement to see you at a time convenient to you for ongoing support and signposting to appropriate services if necessary (See supporting services in the Directory).

A collaborative care plan will be drawn up by the memory service and the Dementia Adviser with you and your significant other to share with GP and others involved in your care. This care plan will be reviewed yearly by your GP or before depending on changes to your needs.

1. Health services

Dementia is a disease of the brain and is not just about losing your memory. People living with dementia can often have other health issues which may add to their care needs. Accessing and co-ordinating these varied services often falls upon them or their family members.

This list details local services – some operated by KRFT and some by other local providers.

You can speak with us in the Richmond Community Dementia Service at KRFT if you are unsure which service is right for you.

Urgent issues

If you need medical help fast, but it's not a 999 emergency, **call NHS 111**.

You can also go to an urgent care / treatment centre if you need urgent medical attention, but don't need to be seen at A&E.

Kingston Hospital

24 hours a day, 7 days a week (including bank holidays)

Teddington Memorial Hospital

8am to 8pm, 7 days a week (including bank holidays)

West Middlesex University Hospital

24 hours a day, 7 days a week (including bank holidays)

Non-urgent services

When you make an appointment, it can be helpful to let the team know about the dementia diagnosis so that staff will know how best to support you.

It may also help to ask for a double appointment to give you more time to speak to the healthcare professional and understand everything they tell you.

Information or resource	How to access
Daily living and occupational therapy For support with activities of daily living, equipment provision and strategies, an Occupational Therapist can help promote independence at home (e.g. aids for bathing, rails to help with getting upstairs or off the toilet).	You will need a referral from Adult Social Care or a healthcare professional. Speak to your GP for a health screening.
Behaviour changes Behaviour changes can be caused by dementia or an acute illness like an infection. Your GP will be able to complete a health check, prescribe medication if appropriate or refer you to other services.	You can speak to KRFT Richmond Community Dementia Service if you are unsure what to do. If there are concerns about wandering and going missing, see the Herbert Protocol on page 25 of this directory.
Continence issues For advice on managing bladder and bowel issues including constipation, urinary and faecal incontinence	You can refer yourself to the Continence, Bladder and Bowel Richmond Service at www.kingstonandrichmond.nhs.uk or by calling 020 8714 4086 / 4085 You can also ask your GP to make a referral for you.
Dental care The Special Care Dentistry service provides clinic and home dental visits for people who have difficulty visiting their normal dental practice.	Ask your usual dentist to refer you to Kings Community Dental – Special Dentistry care Tel 020 3299 3480 The KRFT Community Dementia Service can also refer you if required
Dietary advice Dieticians can provide advice and plans (eg weight loss, poor nutritional intake)	Ask your GP or another healthcare professional to refer you.

Information or resource	How to access
District nurses District nurses provide care at home for people who are house-bound and who are acutely unwell, have a long-term condition, require intensive support or palliative care. Because they are often out visiting patients, district nurses are not always available to answer phone calls. If you call, you may need to leave a message and someone will call you back.	Ask your GP, social worker or a healthcare professional to refer you.
Eye problems Local opticians can visit you at home and provide a free NHS eye check if you have dementia and need assistance to leave home.	Contact any local optician to request this service.
Falls A falls assessment can help prevent you from falling in the future and reduce hip fractures and other injuries	Discuss with your GP or self refer for this service at: www.kingstonandrichmond.nhs.uk Falls & Bones Richmond 0208 614 5397 You need to have a Richmond GP to be referred to this service.
Flu Both the person living with dementia and their carer are entitled to annual vaccinations for influenza (flu), shingles and pneumococcal pneumonia	You can request this from your GP surgery or visit your local pharmacy.
Hearing Kingston Hospital Audiology department for diagnosis of hearing loss and supply and repair of hearing aids	Ask your GP to refer you.

Information or resource	How to access
Hospices Hospices can offer support for people towards the end of the life, for symptom control and end of life care.	Talk to your GP or district nurse for a referral. See also Palliative Care
Medication If the person living with dementia tends to forget their medication, then medication can be dispensed in a pill box or dispenser, supplied by your pharmacist.	Talk to your GP, pharmacist or other healthcare professional for more information.
Memory Service - South West London and St George's Memory clinics can help you to get a diagnosis and review those with a diagnosis as needs change.	Ask your GP for a referral. • Richmond borough: Richmond Memory Services Livingstone House Teddington • Tel 020 3513 5000 If you have not used the service before, ask your GP to refer you.
Mobility and Physiotherapy For support with mobility and provision of walking frames, physiotherapists can help.	Ask your GP for a physiotherapy referral. Or Self refer 0208 714 4019 NHS Wheelchair referral is through your GP or healthcare professional. Wheelchairs can also be rented for short term use from local mobility shops.
Pain People with dementia can still experience pain but may not always express this correctly. If you notice changes in behaviour keep a record and talk to your GP	Talk to your GP about pain to see if medication is required or further referrals to pain clinic.

Information or resource	How to access
Palliative care Palliative care can improve the quality of life for those at any age for any illness towards the end of your life. See also Hospice.	A referral is required from a healthcare professional eg GP, District Nurse, Community Matron, KRFT Community Dementia Service
Podiatry & Diabetic Footcare (Richmond) For toe nail cutting and foot issues	Patients can self refer or a referral to be sent by healthcare professional (eg GP, District Nurse, Dementia Service). Contact: 0208 614 5435
Richmond Response and Rehabilitation Team This team can provide an urgent response to prevent hospital admission, such as following a fall or due to an infection and can also help you to go home after a stay in hospital.	You can self-refer if the person living with dementia has been known to RRRT in the previous six months. Otherwise a referral is required from a healthcare professional, eg GP, District Nurse, KRFT Dementia Service 020 8714 4060
Richmond Wellbeing Service It is a free and confidential NHS service designed to help you feel better about yourself. The service provides a number of different talking therapies as well as psychiatric consultation and support.	You can sign up for treatment yourself. 0203 513 4455 Richmondwellbeing@swslstg.nhs.uk
Speech and language therapists For issues with swallowing and eating	Ask a healthcare professional to refer you.

2. Adult Social Care and other support

Adult Social Care can give you practical information and advice about the support available. Everyone has the right to ask for an assessment, regardless of their financial situation.

When filling in forms or completing assessments, people living with dementia and their carers can underestimate the support they will need.

A helpful tip is to think about how much support you might need on your worst days, not the best days when you are feeling well.

All carers are entitled to a **Carer's Assessment**, carried out by Adult Social Care either in person or over the telephone.

Online assessments now available; see details here:

www.richmond.gov.uk/carers_assessments

Information or resource	How to access
Care at home Adult Social Care can supply a list of approved agencies within the borough	You can contact them directly: 020 8891 7971 adultsocialservices@richmond.gov.uk or www.careplace.org.uk
Care homes (longer term or respite) - Adult Social Care can supply a list of approved care homes within the borough Care Home Selection is a free service which can help you find a care home or package of care across the country	Adult Social Care www.careplace.org.uk 020 8891 7971 adultsocialservices@richmond.gov.uk Care Home Selection www.carehomedselection.co.uk 0808 175 3609 enquiries@chshealthcare.co.uk

Information or resource	How to access
Care Place An online centralised source for care and community services, information and guidance.	www.careplace.org.uk (Select Richmond borough)
Community Independent Living Service (CILS) Support, information and advice and signposting services, clubs and activities.	020 3393 7011 – Advice line Text: 07894 215 835 advice@richmondaid.org.uk www.ageukrichmond.org.uk www.richmondaid.org.uk
Crossroads Care Richmond and Kingston Offers a wide range of home and community care and support services, providing carers with a vital break from their caring role, as well as dementia friendly community cafes.	020 8943 9421 www.crossroadscarerk.org
Day centres There are three adult day centres in Richmond: HomeLink: a day respite centre offering carers a much-needed weekly respite break in their dementia-friendly centre. Sheen Lane: offers a person-centred approach for individuals aged 60 plus with a physical disability/frailty or sensory loss or impairment. The Woodville Centre: focuses on sensory stimulation and combine services for people who are aged 60 or over diagnosed with moderate to severe dementia or have high level care and support needs.	You can contact HomeLink directly on 020 8255 1992 or info@homelinkdaycare.co.uk For Sheen Lane and The Woodville Centre, you can contact Richmond Adult Social Care directly for an assessment: 020 8891 7971 adultsocialservices@richmond.gov.uk

Information or resource	How to access
Emergency Card Scheme for carers This scheme provides peace of mind that in the event of an emergency, the person you care for will receive help and support whilst you're not there.	You can contact Adult Social Care directly: 020 8891 7971 adultsocialservices@richmond.gov.uk
Mind (Richmond branch) Information about help and support if you are feeling low, anxious or stressed.	You can contact them directly, or ask your GP to refer you. 020 8948 7652 info@rbmind.org carers@rbmind.org www.rbmind.org
Richmond branch Alzheimer's Society Dementia support services for people living with dementia and their carers. They provide information, advice and support directly to those affected by dementia through one to one and telephone support; and a series of peer support and carer support groups, as well as signposting to organisations around the borough for wellbeing and health support.	Can be accessed directly 020 8036 9570 richmondservices@alzheimers.org.uk facebook.com/alzheimerssocietyuk twitter.com/alzheimerssoc
Richmond Carers Centre Supports unpaid adult and young carers living in or caring for someone living in the London Borough of Richmond. Confidential information and advice, emotional and listening support, workshop and learning opportunities, signposting and referrals to other organisations, counselling, wellbeing programme, regular groups, trips and leisure activities and a carer's newsletter.	You can contact them directly: 020 8867 2380 info@richmondcarers.org www.richmondcarers.org 5 Briar Rd Twickenham TW2 6RB

Information or resource	How to access
Richmond Carers Hub Service The Carers Hub Service is a group of six local organisations, led by Richmond Carers Centre and commissioned by London Borough of Richmond upon Thames and NHS Richmond Clinical Commissioning Group to provide between them, services specifically for carers in the borough.	You can contact them directly - Adult Carers Support Team: 020 8867 2380 www.richmondchs.org ASCA (addiction support) 0208 940 1160 info@addictionsupport.co.uk www.addictionsupport.co.uk
Richmond Adult Social Care Richmond's Adult Social Care team is the first point of contact for information and advice for care and support services.	You can contact them directly: 020 8891 7971 adultsocialservices@richmond.gov.uk
Ruils - Independent Living Ruils is a local charity that can help you to think through and set up care and support at home. They also run local activities and a befriending service that may be of benefit.	Contact Ruils directly: 020 8831 6083 info@ruils.co.uk www.ruils.co.uk
Social Prescribing Ruils Link Workers can support your health and wellbeing by connecting you or your loved one with activities and support in the local community. Link Workers can meet with you and together you can explore opportunities in your local community that can help you feel better.	Contact Ruils directly: 020 8831 6083 socialprescribing@ruils.co.uk https://ruils.co.uk/our-services/health-and-wellbeing/social-prescribing/

3. General information about dementia

Dementia is an umbrella term that is used to describe a progressive decline in someone's mental abilities.

Dementia is not a normal part of ageing; it is caused by diseases of the brain. The symptoms of dementia are not the same for everyone and can vary for each individual.

Here are some resources which address the range of symptoms people living with dementia may face.

***Remember, this is not a definitive list and there is no 'typical' progression of dementia throughout an individual's journey.**

Information or resource	How to access
Alzheimer's Society You can find out about all aspects of Dementia on the national website, including information on different types of dementia; managing behaviours; emotional changes and reducing the risk of Dementia. They provide literature on a vast range of subjects, as well as 24-hour online Support	You can access this directly on their website: www.alzheimers.org.uk 24 hour Talking Point Access 03331 503 456 forum.alzheimers.org.uk
Dementia UK A charity offering advice, support and information about dementia. They have produced a booklet of Sources of support and advice for someone living with dementia or their carers. Advice can also be obtained from the Admiral Nurse helpline.	Helpline: 0800 888 6678 Email: helpline@dementiauk.org www.dementiauk.org

Information or resource	How to access
Films and books You might look up books and documentaries about other people's experiences, such as: Request guide: Books on prescription for dementia which recommends books you might find helpful if you have dementia, are caring for someone with dementia or would like to find out more about the condition. Barbara's story is a video created by Guy's and Thomas' to make staff more aware of person-centred dementia care. 'Finding Patience' is a video to help families be more aware of subtle changes and raise awareness	Ask the KRFT Community Dementia Service for the 'Books on Prescription' leaflet. www.reading-well.org.uk Search for 'Barbara the whole story' on www.youtube.com Search for 'Finding Patience David Truswell' or - 'The Years Later' on www.youtube.com
Online courses If you want to learn more about dementia, there are free online courses available through organisations such as the Open University and Future Learn. The course lasts six weeks and there is an online forum with participation from a mixture of professionals and carers.	Designing space for dementia care www.open.edu/openlearn (Search for dementia) Understanding dementia www.futurelearn.com (Search for dementia)
Rare Dementia Support Rare Dementia Support offers specialist social, emotional and practical support services for individuals living with, or affected by, a rare dementia diagnosis.	Tel 020 3318 0243 contact@raredementiasupport.org www.raredementiasupport.org

Information or resource	How to access
Research You might want to participate in dementia research, by signing up with Join Dementia Research or Alzheimer's Research UK	Join Dementia Research: www.joindementiaresearch.nihr.ac.uk Alzheimer's Research UK: 0300 111 5111 www.alzheimersresearchuk.org
Younger people's dementia: Dementia is considered 'young onset' when it affects people under 65 years of age. It is also referred to as 'early onset' or 'working age' dementia. The Young Dementia Network is a movement of people committed to improving the lives of those affected by young onset dementia. The Richmond & Kingston Alzheimer's Society has a project offering support groups for people with young onset dementia and their carers, including one to one support.	You can contact them directly: Young Dementia Network c/o Dementia UK 7th Floor One Aldgate London EC3N 1RE Email youngdementianetwork@dementiauk.org



4. Housekeeping: finances, benefits and daily practicalities

With so many things to co-ordinate and keep track of, keeping on top of finances and benefits can feel like another thing to do that often slips down the list.

Some find they avoid these matters if they've not had a lot of involvement with family finances before. Both Alzheimer's Society and Dementia UK produce booklets which provide information on the benefits that you could be entitled to.



Having a confirmed dementia diagnosis can help you access benefits that can be used to pay for care.

There are also daily practicalities to consider such as taxi cards, disabled parking badges and police protocols if someone goes missing. You can find more information and application forms below. If you require help with completing forms, Age UK can assist you.

Information or resource	How to access
Attendance allowance Attendance allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. This benefit is not means tested. There are two rates of payment depending on the level of care required.	You can apply directly: www.gov.uk/attendance-allowance Or Age UK Richmond can support you to apply on 020 8878 3625 Attendance Allowance Helpline: 0800 731 0122
Carers allowance You may be able to apply for carers allowance if you care for someone at least 35 hours a week and they get certain benefits. You must earn no more than £196 a week after tax and expenses. If you are over 65 years old and receive state pension you may not be eligible for a full carer's allowance.	You can apply directly: www.gov.uk/carers-allowance Or Age UK Richmond can support you to apply on 020 8878 3625
Continuing HealthCare Funding NHS continuing healthcare or continuing care funding. Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare.	You can ask your GP, Community Nurses or social worker if you think you might be eligible for NHS continuing healthcare. They can make a referral to the relevant ICB.

Information or resource	How to access
Council Tax discounts Council tax discounts in Richmond are available for physical disability and severe mental impairments, including dementia. Also when someone is in hospital or a care home for an extended period. The person must be in receipt of Attendance allowance, PIP or other appropriate benefit.	You can access information and start an application at: www.richmond.gov.uk (Search for 'council tax discounts') Tel: 020 8891 1411 Age UK Richmond can help you to complete the forms Tel: 020 8878 3652
Disability living allowance Disability Living Allowance/Personal Independence Payment (PIP) - 16-64 years only, but will continue to be paid after 65 if already allocated. Disability Living Allowance (DLA) is ending for people aged 16 to 64. Payments will be replaced with a Personal Independence Payment. You can get PIP whether you're working or not. You may also be eligible for an additional mobility payment.	You can apply directly: www.gov.uk/pip/how-to-claim Tel: 0800 917 2222 You can also ask your social worker or contact RUILS who can help you apply: Tel: 020 8831 6083 www.ruils.co.uk
Disabled toilet access RADAR keys provide access to over 9000 disabled toilets around the UK. The Toilet Key & Card Pack has been specially designed for those who may be concerned about getting to a toilet when out and about, enabling them to access disabled toilets.	You can buy the Toilet Key & Card Pack from Age UK incontinence shop online: www.ageukincontinence.co.uk

Information or resource	How to access
Finance and practicalities Request Dementia UK resources: Sources of Information and support – financial and legal guidance	You can ask the KRFT Dementia Service for the booklet, or you can access it online: www.dementiauk.org (Search for ‘Information and support’) Dementia leaflets - Dementia UK
Fire safety checks The London Fire Brigade offer free home safety checks, free fitted smoke alarms and advice on fire safety to people who might be at risk. The London Fire Brigade will visit homes where the occupants are older people living alone, people with disabilities and other vulnerable people to discuss the risks of fire and look for any visible signs of fire risk.	You can contact them directly: London Fire Brigade Fire Safety Tel: 0800 028 4428 info@london-fire.gov.uk www.london-fire.gov.uk
Handyperson Age UK Richmond offers a Handyperson service who can help you with a range of support at home and in the garden, whatever your age. There is a subsidised rate per hour plus materials for those over 65; registered disabled; eligible for support from Adult Social Care due to a physical or sensory impairment; full time unpaid carers and those at risk of falls.	You can contact them directly: Tel: 020 3326 9432 handyperson@ageukrichmond.org.uk
Home adjustments You might consider the advice in Dementia UK’s leaflet: ‘Making the home dementia friendly and safe’	Go to www.dementiauk.org and search for ‘dementia friendly home’. The Alzheimer’s Society also has advice about home adjustments at www.alzheimers.org.uk

Information or resource	How to access
Motability scheme If you are aged 16-64 years and get the Higher Rate Mobility Component of PIP (currently £59.75 per week), you may be eligible to lease a vehicle on the Motability Scheme.	Find out more at: www.motability.co.uk Tel: 0300 456 4566
Parking (Blue Badge scheme) If you are disabled or have a physical or mental health condition that affects your mobility, you can apply for a Blue Badge. The Blue Badge will help you park closer to your destination in designated disabled spaces.	Find out more at: richmond.gov.uk/services/roads_and_transport/blue_badge Tel: 020 8831 6096 accessibletransport@richmond.gov.uk Guidance from the Alzheimer's Society: Search for 'blue badge' at www.alzheimers.org.uk
Taxicard scheme The London Taxicard scheme offers subsidised travel in licensed taxis and private hire vehicles to London residents with serious mobility impairments or who are severely sight impaired.	Find out more and download the application form at: www.richmond.gov.uk (Search for 'taxicard') Tel: 020 8831 6312 accessibletransport@richmond.gov.uk Age UK Richmond can support you to apply on 020 8878 3625
VAT relief VAT relief for disabled people. If you're disabled or have a long-term illness, you won't be charged VAT on products designed or adapted for your own personal or domestic use. The product and your disability have to qualify (eg continence pads, specialist equipment or adaptations).	You can find out more at: www.gov.uk/financial-help-disabled/vat-relief When purchasing equipment, ask your supplier of equipment about VAT relief.

Information or resource	How to access
Wandering / going missing The Herbert Protocol (Adult at risk form) is a national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing Tracking devices are available from a number of commercial companies	Find out more at: www. The Herbert Protocol: Powered By MedicAlert – www.herbertprotocol.com Or ask the KRFT Dementia Team for a form. Ask your local Alzheimer’s society or the KRFT Dementia team for advice.
Waste and recycling London Borough of Richmond Assisted Waste & Recycling Collections can help residents with a disability, illness or mobility problem, who may otherwise have difficulty leaving their household waste and recycling for collection. Your waste and recycling will be collected from your front doorstep or another front entrance (e.g. outside the garage door) rather than the kerbside.	Apply online or call the Civic Centre: www.richmond.gov.uk (Search for ‘assisted collections’) Tel: 020 8891 1411
Welfare benefits Age UK Richmond and Richmond AID can support you with a welfare benefits check and form filling. • Aged 65 years and over: contact Age UK Richmond • Aged 16 to 64 years: contact Richmond AID	Online benefits checker www.turn2us.org.uk Age UK Richmond Benefits Advice Team Tel: 020 8878 3546 welfarebenefits@ageukrichmond.org.uk Richmond AID Tel: 020 8831 6464 benefits@richmondaid.org.uk

5. Legal issues

Wills, Advance Care Plans, Power of Attorney, Do Not Attempt Resuscitation (DNAR) and funeral arrangements can all be discussed in advance whilst you are still able to contribute and share your wishes.

For an overview of legal issues, the following websites may be helpful:

- www.alzheimers.org.uk
- www.dementiauk.org

Information or resource	How to access
Advanced Care Plan An Advanced Care Plan (ACP) is the conversation between people, their families and carers and those looking after them about their future wishes and priorities for care. It is a way for you to think about and share what matters most to you at the end of your life.	You can start a discussion with your GP or any other healthcare professional.
CPR and ‘Do Not Attempt CPR’ decisions A Do Not Attempt Resuscitation (DNAR) form is a document issued and signed by a doctor, which tells your medical team not to attempt cardiopulmonary resuscitation (CPR). The form only covers CPR, so if you have a DNAR form you’ll still be given all other types of treatment.	Discuss with your GP or consultant You can also access information from the website below: www.compassionindying.org.uk
Deputyship A deputyship allows you to manage someone’s finances when they no longer have capacity and there is no Lasting Power of Attorney in place.	You can access information online: www.gov.uk/become-deputy

Information or resource	How to access
Funeral planning You might consider an early conversation about your funeral wishes and how to capture your personal preferences and share those with people who are important to you.	You can download Dying Matter's guide on thinking about funeral wishes: www.dyingmatters.org You can speak with any local Funeral Director to discuss all aspects of funeral care, including pre-paid funeral plans.
Lasting Power of Attorney (LPA) A legal document that lets you choose trusted people ('attorneys') to make decisions on your behalf. This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions (you 'lack mental capacity'). There are two types - one for finance and property and one for health and welfare	You can access information online: www.gov.uk (Search for 'lasting power of attorney') Several organisations can help you to complete the application: Age UK 0800 055 6112 www.ageuk.org.uk Alzheimers Society 0333 150 3456 DementiaSupportLine@Alzheimers.org.uk
Universal Care Plan (UCP) The NHS aims to provide personalised care based on "what matters to you". Care planning enables your wishes and individual needs to be communicated digitally with your healthcare professionals across London.	For more information, visit: ucp.onelondon.online You can start a discussion with your GP or any other healthcare professional. The Dementia Service can register your details.
Wills You might think about planning your Wills and appointing solicitors.	You can do this privately with a local solicitor or those recommended by charities - Age UK/ Alzheimer's Society / Dementia UK who offer Free Will Writing services.

6. Being social and living well

Involvement in activities and being social help you to live well and can help people living with dementia to maintain cognitive abilities for longer.

However, some activities easily undertaken in the past can become stressful or difficult as the dementia journey progresses. Holidays and outings may actually result in stress, and meals in a restaurant may no longer be enjoyable.

It can be hard to explain to friends or family who don't understand dementia the reasons why this is. It may help to take advantage of the increasing range of local activities targeted and adapted to suit people at different stages of the dementia journey.

You can reduce the risk of dementia by eating a healthy diet, staying a healthy weight, keeping alcohol to a minimum, stopping smoking, keeping your blood pressure healthy, and being physically active. Therefore to maintain a healthy lifestyle it is advisable to follow government public health advice. Remember, "what is good for your heart is good for your head".

Information or resource	How to access
Assisted holidays Several companies run assisted holidays for people living with dementia and those important to them.	You can access information online: www.dementiaadventure.org www.revitalise.org.uk www.carersholidays.org.uk/independent-providers www.mindforyou.co.uk Get useful tips for going on holiday with a loved one who has dementia:

Information or resource	How to access
Crossroads Crossroads Care is a non-profit organisation, regulated and inspected under the Care Quality Commission, providing essential, bespoke, high-quality home and community respite care and support services in Richmond and Kingston. The team are highly trained, paid and experienced care support workers.	020 8943 9421 info@crossroadscarerk.org.uk
Dementia-friendly activities Explore dementia friendly local activities suitable for your stage. For example, local walks, local clubs with supported activities or talks at Hampton Court and sensory palaces, supper clubs at your local day centres, guided walks through Kew gardens, Elleray Hall and The Greenwood Centre. Richmond & Kingston Alzheimer's Society provide a number of Dementia friendly local activities, including walks and coffee mornings. Age UK Richmond also run activity sessions at local halls and sports centres.	You can find information about a range of local activities here: Community Independent Living Service (CILS) Age UK Richmond 020 8744 1965 www.ageuk.org.uk/richmond-uponthames Elleray Hall info@ellerayhall.org 020 8977 0549 Greenwood Community Centre 020 8979 9662 www.greenwoodcommunity.org.uk Alzheimer's Society 020 8036 9570 RichmondServices@Alzheimer's.org.uk
Singing for the Brain Wednesday 11.00- 12.30 at Ellery Hall, Monday & Thursday 1.30pm to 3pm at Barnes Green Centre Friday 11.30 – 1pm at Greenwood Community Centre	To book your seat, contact Joy at Home Instead: 020 3879 7877 richmond@homeinstead.co.uk

Information or resource	How to access
Faith groups Many local faith groups now run memory cafes. Memory cafes can be a great place to go if you are caring for a person with dementia or just want to meet other people who are affected by dementia.	Contact your local church, temple, mosque or other faith organisation to see if they run a memory cafe.
Local respite You might access local respite options for short-term care, either at home or in a local residential home, to support at times of carers' emergencies or for a break.	You will need an assessment from Adult Social Care about what local respite support you can access. You can contact them directly: 020 8891 7971 adultsocialservices@richmond.gov.uk www.careplace.org.uk
My Life Films Celebrate the life of a loved one who has dementia by capturing their memories on film. Also provide a TV streaming service Free service by a charity	020 8154 6220 hello@mylifefilms.org www.mylifefilms.org
Supper clubs A Supper Club is a monthly pop up restaurant for local people living with dementia and their family carers to enjoy an evening out in a friendly and understanding environment. Held at The Woodville Centre on the third Thursday of the month.	You can contact them directly: 020 3879 7877 richmond@homeinstead.co.uk



7. Organisations offering help and support

If you need help, advice or an ear to listen, you can contact the following organisations who are trained and have experience supporting people who live with dementia, and their carers. This might be before diagnosis, straight after diagnosis, or any time after that.

It can feel difficult to explain what living with dementia is like for those who haven't experienced it. Some families and friends might find it difficult to understand and relate to. Some people living with dementia and/or their carers don't want to feel as though they're bothering people by talking about it. It's important to remember that you are not alone and there are organisations and people who can help and support you.

You don't need to be experiencing a crisis to pick up the phone and speak to someone. Some organisations have a 24 hour phone line, others are often open late.

Information or resource	How to access
Alzheimer's Society Information on different types of dementia's; managing behaviours; emotional changes and reducing the risk of Dementia. They provide literature on a vast range of subjects, as well as 24-hour online support	Can be accessed directly: 020 8036 9570 richmondservices@alzheimers.org.uk 7 days a week Dementia Support Line 0333 150 3456
Carer's Hub Carer's Hub is a support group run by the Carer's Association. They provide information, education, help and support as well as hosting carer support sessions.	You can contact them directly: 020 8867 2380 www.richmondchs.org
Crossroads Cafe Caring Cafes are designed to combat loneliness. A relaxed space, they offer a safe, supportive and confidential environment to meet other Carers and share experiences. It is also an opportunity to receive up-to-date information and advice from Crossroads Care staff.	You can contact them directly on: 020 8943 9421 Carers Café: Runs every Thursday, from 12.30pm to 2.30pm at the Hampton Hill Theatre (Playhouse). Caring Café: Runs the first and third Saturday of the month, 11am to 3.30pm at Sheen Lane Day Centre.
Dementia UK Dementia UK supports families affected by dementia through its specialist Admiral Nurses, who work in the community, in hospitals and hospices, on the free Dementia Helpline and in virtual clinics. They also offer a range of information resources including leaflets on many aspects of dementia.	Admiral Nurse Dementia Helpline: 0800 888 6678 (Monday-Friday 9am-9pm, Saturday and Sunday 9am-5pm) or email helpline@dementiauk.org www.dementiauk.org

Information or resource	How to access
Personal Assistants Ruils offers support to set up care and support arrangements for you or your loved one when you or they start to need help with day to day living and activities. This could be funded through the Council via a Direct Payment or you might be funding yourself. Advisors will guide you through the available options (including employing a personal care assistant), help you compare costs and set up the right support.	For information contact: dpsupport@ruils.co.uk 020 8831 6088 www.ruils.co.uk www.find-a-pa.co.uk
Personal preferences Request documents: Understanding Me and All About Me to provide your life story and personal preferences for receiving care	Contact the KRFT Richmond Community Dementia Service: 020 8614 5428 krft.dementia@nhs.net Or download at: www.kingstonandrichmond.nhs.uk (search for Dementia Community Service Richmond – patient leaflets)
Time to think about you As a carer, it's important that your needs and wellbeing are looked after. The Carers Trust has a lot of information. You can fill in the Time to think about you form and give it to your GP so it is marked on your medical records and you can access support.	Speak to KRFT Richmond Community Dementia Service Team or access the form here: finaltimetothinkaboutyoua42.pdf www.carers.org

8. Equipment and assistive technology

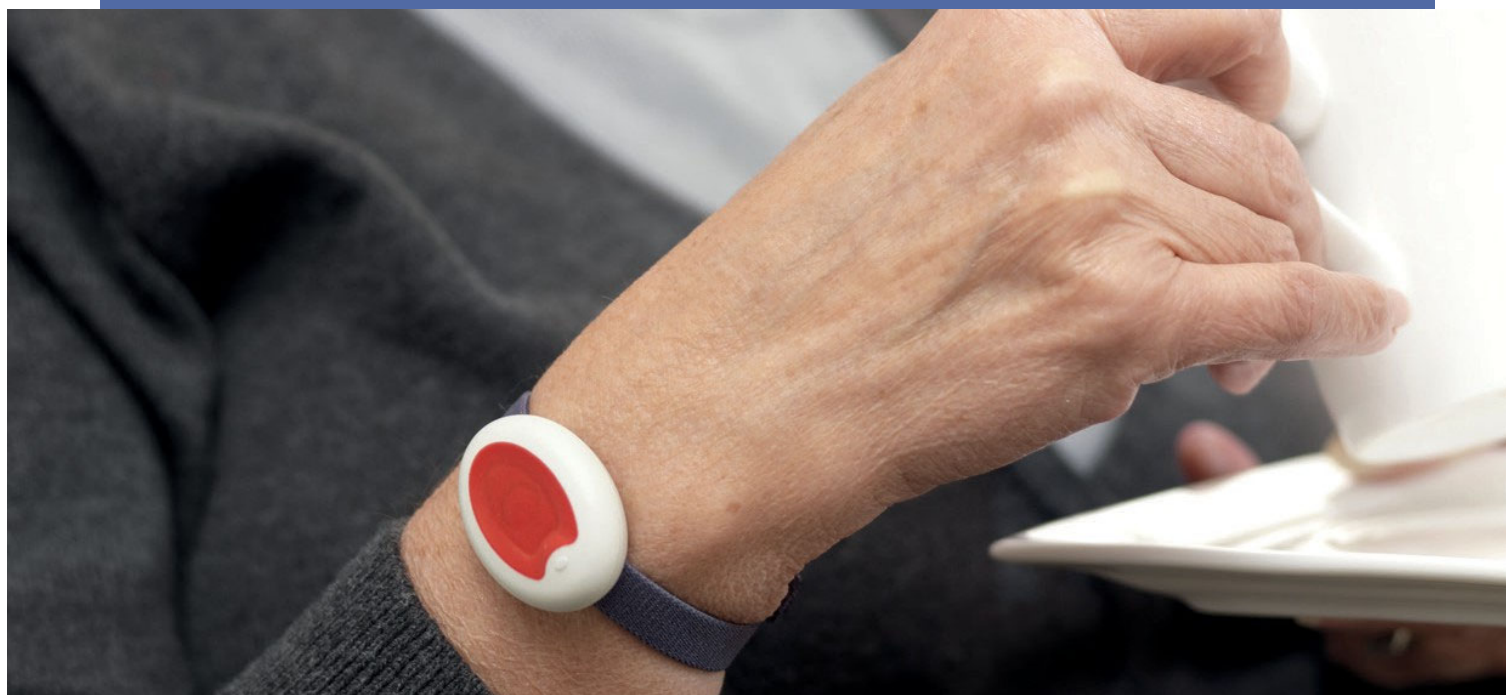
Technology has changed many aspects of our lives and there are some very helpful developments to support people living with dementia. These range from basic equipment, such as commodes and additional stair rails, to Careline and falls sensors.

There are many companies available who make and supply products designed for people living with dementia. These products range from those that can assist with tasks of daily living, adapted clothing or memory aids, to those that can help support in undertaking recreational activities.

We have listed here a number of these previously used by local residents but **we do not endorse any specific service or resource** listed here.

Information or resource	How to access
Equipment to aid everyday life If you have problems bathing, washing, dressing or getting around the home there is a range of specially designed equipment to help you to stay living independently.	You can contact Richmond Access Team directly: 020 8891 7971 adultsocialservices@richmond.gov.uk
Independent living resources Online resources available with useful items to aid independent living. Several companies have a range of clocks, games, puzzles, sensory items, art & craft equipment, music and exercise products.	Alzproducts: www.alzproducts.co.uk Alzheimer's Society: www.shop.alzheimers.org.uk Relish: www.relish-life.com Find Memory Care: www.findmemorycare.co.uk

Information or resource	How to access
Community Alarms (Telecare) Careline is a 24 hour monitoring system that can help you stay safe in your own home. The equipment can be linked to a telephone line, or via GSM connection (sim card) that does not require a telephone line. When activated the alarm automatically generates an alarm call to the Council's 24 hour monitoring centre so that an emergency response can be raised at any time. Cost £53.28 per quarter in November 2025 Sensors, such as smoke, carbon monoxide or fall detectors can be linked to the alarm to provide additional support and reassurance.	You can self-refer by contacting Careline directly: 020 8891 7413 Email: careline@richmondandwandsworth.gov.uk www.richmond.gov.uk/adultsocialcare Or you can speak to a healthcare professional.



Make the right decision



Only in an emergency:

loss of consciousness |
severe breathing difficulties |
heavy bleeding

Emergency Department



When it's urgent but not

life threatening:

sprains | fractures | minor burns |
skin infection

Urgent Care Centre



For symptoms that don't go away:

ear pain | back pain | stomach pain

GP Surgery



Feeling poorly and need advice about:

fevers | stomach upset |
aches & pains | headaches

Pharmacy



Need help fast and its

not an emergency?

Unwell? | Confused? | Need help?

NHS 111



For common ailments and illnesses:

hangover | grazed knee |
sore throat | cough

Self-care

Dementia helplines

You don't need to be experiencing a crisis to speak to someone. Some organisations have a 24-hour phone line, others are often open late.

Organisation	Telephone	Email	Website	Opening hours
Dementia UK Helpline (Admiral Nurses)	0800 888 6678	helpline@dementiauk.org	www.dementiauk.org	Mon-Fri: 9am-9pm Sat-Sun: 9am-5pm
Alzheimer's Society	0333 150 3456	helpline@alzheimers.org.uk	www.alzheimers.org.uk	Mon-Wed: 9am-8pm Thurs-Fri: 9am-5pm Sat - Sun: 10am-4pm
Age UK Richmond	020 8878 3073	info@ageukrichmond.org.uk	www.ageukrichmond.org.uk	8am-7pm 365 days a year
Samaritans	116 123	jo@samaritans.org	www.samaritans.org	24 hours 365 days a year
Richmond Adult Access Team Adult Social Care	020 8891 7971 Out of hours: 020 8891 1411	adultsocialservices@richmond.gov.uk	www.richmond.gov.uk	Mon-Fri: 9am-5pm Out of Hours: Mon-Fri, 5pm-9am W/E: 24 hours
South West London and St Georges	Out of hours: 0800 028 8000	No email available	www.stgeorges.nhs.uk	Mon-Fri: 5pm-9am Weekends and bank holidays: 24 hours
Barnes Hospital Older person's team	020 3513 5000 / 3680			Mon-Fri: 9am-5pm
Hounslow Older Peoples Services	020 8583 3100 Out of Hours (after 6pm): 020 8583 2222	adultsocialcare@hounslow.gov.uk	www.hounslow.gov.uk	Mon-Fri: 9am-5pm
Community Dementia Service (KRFT)	020 8614 5428	krft.dementia@nhs.net	www.kingstonandrichmond.nhs.uk	Mon-Fri: 8.30am-5pm Excludes bank holidays

Your notes

[illegible]

PALS - Patient Advice and Liaison Service

How are we doing?

We appreciate and encourage comments about any aspect of care or treatment in the hospital or the community. Please don't hesitate to speak to a member of staff or contact:

**Richmond Community PALS and Complaints
Kingston and Richmond NHS Foundation Trust**

Opening hours: Monday to Friday, 9am to 5pm

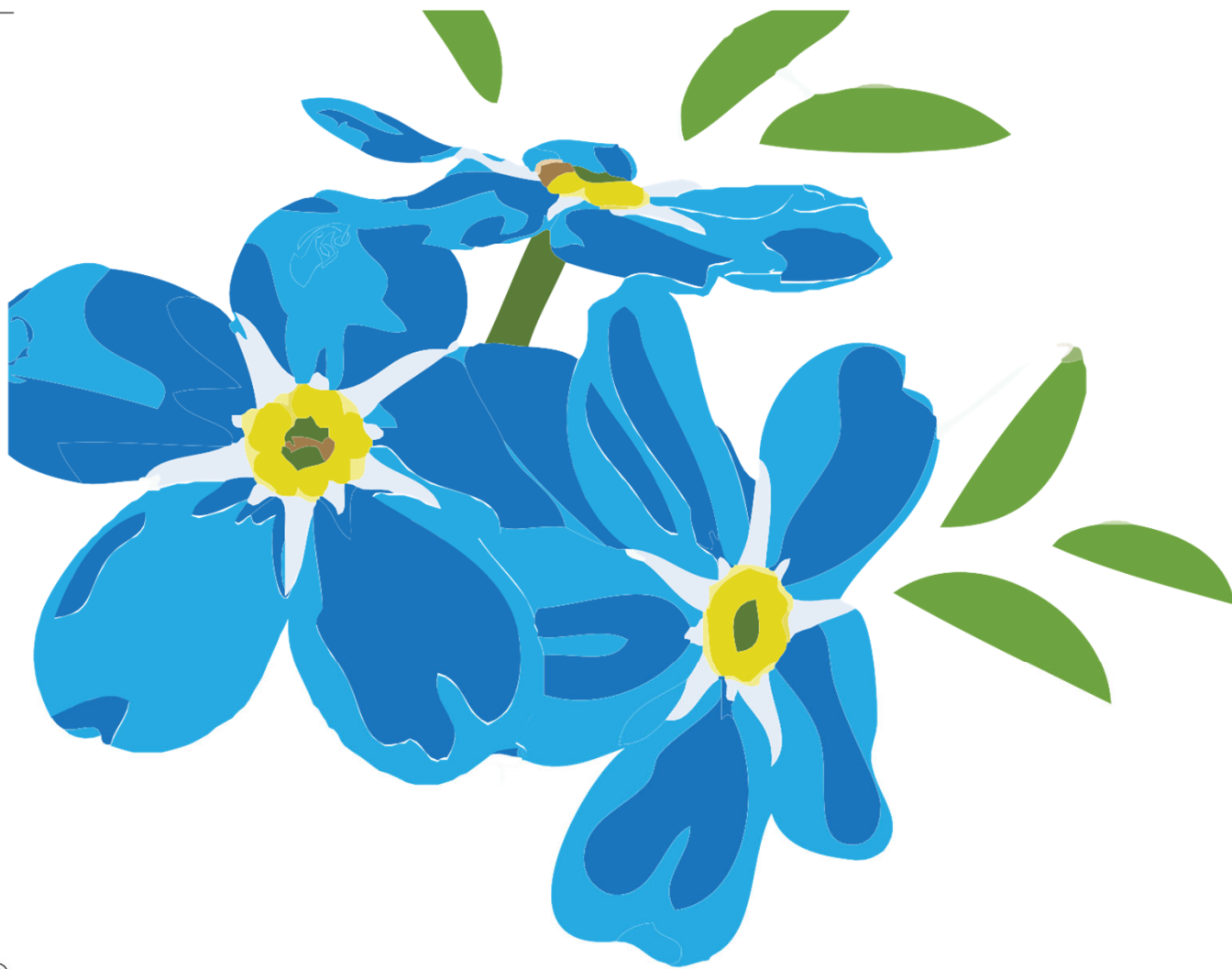
Tel: 029 8934 3993

Email: krft.pals@nhs.net

Our website: <https://www.kingstonandrichmond.nhs.uk/>

Produced in partnership with:





020 8614 5428



krft.dementia@nhs.net



www.krft.nhs.uk